

HUMAN SERVICES SPECIALIST

DISTINGUISHING FEATURES

The fundamental reason the Human Service Specialist exists is to perform professional level social work activities including crisis intervention, information and referral services, facilitation of support groups, home visits and short-term counseling at the City social services centers in the Community Services Department. This classification is not supervisory. Work is performed under general supervision.

ESSENTIAL FUNCTIONS

Provides various social services for citizens in need of assistance (health care, employment opportunity information, etc.)

Assesses individual & family needs.

Refers individuals to local social service agencies as needed.

Meets with citizens and various groups to inform them of city program services.

Assists in the evaluation and planning of special events for youth, families, volunteers and community groups.

Assists in the development of grant applications relating to the funding of program services.

Provides staff training on conflict resolution.

Assists in the planning and evaluation of special events for youth and families, volunteers and community groups.

Listens and communicates effectively with a diverse group of people.

Assists with the coordination of volunteers, tracking volunteer hours, coordination of volunteer programs, and planning volunteer appreciation events.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Social problems, community resources, information and referral counseling, and the operation of social service agencies.

Ability to:

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Listen and communicate effectively (verbally and in writing) and deal effectively with agency clients, civic groups, other professionals in related areas, the general public, and fellow workers.

Produce quality written documents.

Operate a variety of standard office equipment including a personal computer and related software, copy and facsimile machines and telephone that require continuous and repetitive arm or hand and eye movement.

Provide services at a variety of community sites.

Work evening and weekend hours as needed.

Commit to working on a team, and value all people.

Maintain regular consistent attendance and punctuality.

Must be able to lift up to lift and carry food boxes, donated items, tables and chairs up to 25 lbs.

Education & Experience

A Bachelor's degree in Social Work, Psychology or closely related field and four (4) years work experience in social work, psychology or counseling or closely related field. Experience in a progressive value-based social service agency as in information or referral work, social work or a related capacity, is highly desirable. A Master's degree in Social Work or related field is desirable.

FLSA Status: Exempt

HR Ordinance Status: Unclassified